

Aging Issues

A PUBLICATION FOR NEW HAMPSHIRE'S OLDER CITIZENS

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State Takes Action To Reduce Elder Abuse

At a February 1 press conference held at the Legislative Office Building in Concord, Department of Health and Human Services (DHHS) Commissioner John Stephen joined with the Department of Justice, State lawmakers, law enforcement officials, members of the State judiciary and members of the State Committee on Aging to discuss plans for reducing elder abuse in New Hampshire. Members of the Elder Abuse Advisory Council discussed their work on proposed legislation, public outreach, and enhanced training for professionals.

"We created this Council around a simple idea- how can we come together to find ways to end elder abuse," said Commissioner Stephen. "The recommendations and action steps have been outstanding. With our demographics shifting and many baby boomers aging, we need to have a structure in place to ensure that we can protect the growing numbers of seniors in New Hampshire. We must also make sure that we get the message out that, as a society, we unequivocally will not tolerate abuse of our seniors."

The Council, which includes representatives from the health, social services, legal and law enforcement fields, is chaired by Marguerite Wageling, Hillsborough County Attorney, and Jo Moncher, Chief of the DHHS Bureau of Community Relations.

According to state law (RSA 161-F: 42-57), the NH Department of Health and Human Services, Bureau of Elderly and Adult Services (BEAS) is responsible for receiving and investigating reports of incapacitated adults who may be abused, neglected, or exploited, or who may be self-neglecting.



At a press conference held on February 1 at the Legislative Office building in Concord, DHHS Commissioner John Stephen and members of the Elder Abuse Advisory Council discuss steps being taken to reduce elder abuse.

When necessary, BEAS offers services to protect the adult.

The investigations done by BEAS are civil, not criminal investigations, and stress finding a remedy, rather than prosecution. However, the Adult Protection Law requires that BEAS refer reports of serious bodily injury or possible criminal activity to local law enforcement, the Department of Justice or the County Attorney.

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103, and Still Going Strong

■ by Margaret Morrill

With a solemn face, Mildred Buck bends down and touches her toes. Standing up, she breaks into a mischievous smile. "I've still got it," she quips.

At 103, Buck, a resident at The Pines at Edgewood Center, an assisted living facility in Portsmouth (NH), seems more limber and alert than people half her age. On this January day, she wears a rose-coloured turtle-

neck and white sweater that evoke spring, not winter.

Buck, a widow, spent most of her life in Massachusetts, but moved to The Pines last summer. "My daughter lives in Kittery Maine, and wanted me nearby," she explained.

Born in Lowell to Rosco and Evelyn Rugg, Buck had two brothers and five sisters, including a twin sister Myrtle who loved to play the piano. Her brothers, Wallace and Welford, fought in the Pacific during World War II. Both came home. Wallace later pursued a career as an artist.

Mildred graduated from Lowell High School and met her husband, George William Henry Buck, a few years later. "I lived in Lowell, and he lived in Medford," reminisced Buck. "We met at St. Paul's Church. We were married by the same pastor that married my father and mother."

The couple settled in Medford, and raised two daughters, both born at home. Although a nurse was present on both occasions, "both babies arrived before the doctor did," said Buck.

Life was different then. Buck remembers a time before television and the Internet became such diversions, when neighbors tended to visit more often. There were few automobiles, and people either walked or traveled by streetcar to get around town. Prepared foods were rare, and Buck did her cooking from scratch. "I was known for my apple pies," she said.

Buck also loved to sew, and made wedding dresses for both her daughters. When her husband was out of work during the Depression, her sewing brought in some much-needed income.

George Buck died in 1987, after the couple had been married for 65 years. His widow went on living in the house that the couple bought in 1927, but also had some opportunities to travel. She enjoyed several trips to the British Isles, and journeyed to Israel with members of her church.

At The Pines, a homelike facility which resembles a bed and breakfast, Buck and other residents receive assistance with meals, personal care, and enjoy a variety of social activities and outings. The Pines is licensed by the NH Department of Health and Human Services. Last November, DHHS Commissioner John Stephen presented awards to 15 residential care facilities that were determined by DHHS to be deficiency-free for three consecutive years. The Pines has been deficiency-free for 22 years.

Administrator Janice Beynon, who has been at The Pines for 16 years, says that the facility emphasizes wellness and encourages residents to make their own choices as much as possible. She also says that staff do their best to make residents feel welcome and at home. "A hug is the best medicine," she said, smiling.

Since arriving at The Pines, Mildred has developed a reputation for her straight-faced, humorous one liners and for her positive attitude, which appeals to residents and staff alike.

"She has a lot of spunk," says Beynon.

Buck enjoys crossword puzzles, and watching Jeopardy. She also keeps in touch with her daughter Elaine, as well as five grandchildren, five great-grandchildren, and two great-great grandchildren. Like other residents, Buck also enjoys the weekly visits from students at the North Hampton School (*see next page*).

What advice does Buck have about how to live longer? "I'm thankful for the good health I've had all my life," she says. Other than that, "You take one day at a time. You only have to answer to yourself."

Are You Ready?

■ By Domenic DiNatale

If an emergency were to occur in your town or next door, would you be ready? If you lose power and are confined to your home for several days, are you ready? Do you know what emergency supplies to keep on hand, and what other measures you can take to help ensure your safety?

Recent disasters, such as Hurricane Katrina and the floods that occurred last fall in our State, have taught all of us a valuable lesson about the importance of being prepared. I'd like to share with you some information about The NH Citizens Corps, which is helping people prepare for and respond to emergencies.

Citizen Corps is the component of The Department of Homeland Security that creates opportunities for individuals to prepare for and respond to emergencies by bringing together local leaders, citizen volunteers, and the network of first responder organizations, such as fire departments, police departments, and emergency medical personnel. The goal is to have citizens of all ages participate in making their communities safer, stronger, and better prepared for preventing and handling threats of terrorism, crime, and disasters of all kinds.

This is accomplished through a national network of state and local Citizen Corps Councils. These councils build on community strengths and local citizen skills to implement the Citizen Corps programs and offer every American an opportunity to participate.

Citizen Corps programs build on the efforts that are in place in many communities to prevent crime and respond to emergencies. Programs that started through this local innovation are the foundation for Citizen Corps.

In New Hampshire, over 30 communities have embraced the Citizen Corps initiative and are now taking an active role in educating and preparing their citizens. Many Citizen Corps communities are initiating one or more of the Charter programs listed below.

The Community Emergency Response Team (CERT) provides training in emergency preparedness and basic response techniques to local trainers who then train volunteer citizens, enabling them to take an active role in personal and public safety. CERTs have been deployed nationwide in support of disaster relief. New Hampshire currently has eight CERT teams, and several more are being trained.

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COMMISSIONER'S CORNER



COMMISSIONER JOHN A. STEPHEN

One of the greatest concerns for the seniors I speak to is maintaining their health and vitality as they enter their golden years. From the State's perspective, we are committed to helping seniors lead active, healthy lifestyles. The Department of Health and Human Services recognizes the importance of staying active and healthy in order to prevent diseases and injuries and improve one's outlook on life.

That's why DHHS worked diligently with the legislature during the current budget session to develop ways to encourage our seniors to increase their physical activity. We know that just taking part in exercising a few times a week can make a significant impact on one's health, so we looked for ways to promote this for our seniors.

Ultimately, the legislature, led by Senator Chuck Morse of Salem, chose to create the Department's Senior Wellness initiative. The goal of this effort is to bring fitness, exercise and nutritional awareness and activities to the seniors of New Hampshire. DHHS thought about how we could promote this new endeavor and we realized that we have a natural outreach capability built into the 50 senior centers across the State.

What the Senior Wellness program will do is allow the senior center to apply for State funds to develop plans to promote wellness activities for the seniors who use them. For some this could be an exercise class and, for others it could be instruction in how to eat a healthy diet. Each senior center will work with DHHS to set up activities that will enrich the lives and health of the seniors who use the facility.

We know the state's senior centers are already fixtures in the community and are heavily used by many seniors looking for activities, companionship and information. The beautiful new senior center in Salem, named after Rep. Russ Ingram

and his wife, Bobbi, who made a significant contribution to help build the facility, serves 800 seniors each week and that number is growing.

The center director, Patti Drelick, and her staff do a terrific job reaching out to the community and drawing people from the Greater Salem area to participate. They have said that the Senior Wellness initiative would allow them to continue to expand and improve their fitness and nutrition activities, which will further add to the value the senior center presents to the community. When you understand the change in demographics that New Hampshire and the nation are experiencing, this is the type of role we hope to see our senior centers take across the State.

We have more seniors today than ever before and they are healthier than ever, as well. As the baby boomers begin to retire, it is critical that we have an infrastructure in the community that will allow them to stay healthy and keep their independence. The goal of DHHS is to focus our energy to develop and encourage those pursuits that let seniors have community-level solutions that promote wellness and protect seniors from needing to go to hospitals or nursing homes. This means exercise, good nutrition and a clear goal of prevention. An ounce of prevention is truly worth a pound of cure.

The feedback I have heard from the seniors around the state about the Wellness Initiative has been overwhelmingly positive. They have told me that the senior centers are the right places for these services and that they are very interested in taking part in these activities. The first question I usually get is, "How soon can we get this started?" The answer is, very soon.

The senior centers have been both very receptive and incredibly helpful in making this effort a reality. The work of all the directors, led by Jim Thompson, the President of the Association of Senior Centers and the Deputy Director of Ossipee Concerned Citizens, has been outstanding in working with us to make the process of accessing the Senior Wellness funds simple and efficient. I want to congratulate them for their work.

Finally, I also want to thank the seniors from across New Hampshire who take advantage of this new effort to keep them healthy. It is your wellness program and your health—make the most of it. We want your senior years to be as fulfilling and vibrant as they can possibly be.

Get to know the senior center in your area if you haven't already. I have visited many and I am very impressed. These facilities are real gems in the community and now there is one more reason to be involved.

There's No Place Like Community!

Mark your calendars for the sixth annual NH Conference on Aging, scheduled for May 24th at the Center of New Hampshire, Radisson Hotel, in Manchester. The conference theme will be, "There's No Place Like Community."

"Many seniors want to know what resources are available to help them stay in their own homes and communities, and the conference theme was chosen with that in mind," explained Arlene Kershaw, Co-Chair of the Conference Planning Committee.

The keynote speaker will be Valerie Fletcher, President and CEO of Adaptive Environments, Inc., which provides education, technical training, and consultation regarding universal design. Ms. Fletcher is an international expert on 'Liveable Communities'. Her presentation will illustrate how other communities address accessibility for all citizens.

The agenda will also include exhibits and workshops for consumers, caregivers and providers. Workshop topics were chosen by the conference planning committee after they reviewed surveys obtained from 250 consumers who attended last year's conference.

Another "NH Speaks" segment will also be offered and will focused on the number one issue identified at last year's conference: transportation. In addition, the audience will hear a synopsis of the recent White House Conference on Aging (see page 3 of *Aging Issues*).

The registration fee for the NH Conference on Aging is \$12 for persons age 60 and older, and \$50

for all others. Groups that include ten persons age 60 and older will receive a 10% discount on the registration fee, and groups of twenty persons age 60 and older will receive a 20% discount. The registration fee includes admission to all conference events, including lunch.

For persons with vision or hearing loss, assistance will be available, and can be requested on the conference registration form or by calling the conference fiscal agent, The Community Health Institute, **prior to the conference, at 603-573-3306.**

Sponsors (to date) of the 2006 Conference on Aging include the NH Department of Health and Human Services, Bureau of Elderly and Adult Services (BEAS); the State Committee on Aging; Platinum sponsor Public Service of New Hampshire (PSNH); Seniors Count, which is the "NH Speaks" Sponsor; and Elliot Senior Health Center (Manchester) which is sponsoring the keynote speaker.

More information on conference registration, exhibits, sponsors and workshops will be available soon. To learn more call **603-573-3306** or NH ServiceLink at **1-866-634-9412**. You can also visit the BEAS web site at **www.dhhs.state.nh.us/DHHS/BEAS**

The conference planning committee is co-chaired by Arlene Kershaw, Executive Director, Easter Seals of NH, and Patti Stolte, Director of Coos County ServiceLink. The committee includes consumers, service providers, and representatives from the State Committee on Aging and Area Committees on Aging.

ARE YOU READY? *continued from page 1*

As recently as last year, New Hampshire CERTs were deployed to support FEMA relief efforts in the Gulf States.

The Medical Reserve Corps program (MRCs) currently seeks practicing and retired volunteers trained in medicine who are able to assist in large-scale emergencies and who will augment the emergency medical response community. New Hampshire currently has three MRCs located in Derry, Nashua, and Colebrook.

The Volunteers In Police Service program (VIP) provides training for volunteers to perform administrative and non-intervention policing activities in order to free up law enforcement officials during emergencies. Several New Hampshire communities have developed VIP programs.

USA on watch, administered by the National Sheriff's Association, has been reinvigorated to increase the number of groups involved in crime prevention and preparedness. New Hampshire already has a few of these USA on watch groups, with hopefully more to come.

The growth of Citizen Corps and the preparedness of New Hampshire's citizens lie within our ability to effectively accomplish four things: Prevent! Protect! Respond! and Recover!

It is imperative that we continue to educate and prepare a greater percentage of our population. By engaging and educating our seniors in emergency

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Outstanding Senior Volunteers To Be Honored

Vaughan Award nominations sought

The NH State Committee On Aging (SCOA) is seeking nominations for the 2006 Joseph D. Vaughan Awards. The Vaughan Awards will be presented in May to one senior (or one couple) from each county who is/are over the age of 60, and who has/have shown outstanding leadership or demonstrated meritorious achievement as volunteers on behalf of New Hampshire's older citizens.

Nominations for the Vaughan Awards are being accepted until **March 20, 2005**. To obtain a nomination form, call Lois Barrett or Robin Knight at **1-800-351-1888** or write to the State Committee On Aging, c/o Darwin Farber, 129 Pleasant St., Brown Bldg., Concord, NH 03301-3857. The nomination form is also available on the NH Department of Health and Human Services web site at **www.dhhs.state.nh.us**



Craig Henry plays cards with Charles Lohr

Every week, Molly Gaffey, Carolyn Hooper, B. J. Garry and Craig Henry, eighth grade students at North Hampton School, visit The Pines at Edgewood Center, an assisted living facility in Portsmouth, to visit, play games and enjoy conversation and other activities with residents. They've had Halloween parties, played charades at Thanksgiving, and joined residents in Christmas caroling. These visits are part of a service learning program for eighth grade students at North Hampton. Their teacher, Sherry Hoffman says this provides an opportunity for the students to learn more about aging by meeting and talking with residents.

The students had this to say:

B. J. Garry: "It's really fun hanging around with elderly people and watching them enjoy us."

Craig Henry: "I feel like we're resourceful around elderly people and we learn a lot about them."

Molly Gaffey: "I'm going to be there one day, and I'd like someone to visit me".



Students Carolyn Hooper (left) and Molly Gaffey (right) chatting with Mildred Buck, Yvette Duberstein (center) and Peggy Hoffman

Sullivan County Has New SCOA Appointee



Sean Lyon has been appointed to the State Committee on Aging as the representative from Sullivan County. Lyon received his Bachelor of Arts Degree from Seattle University in Washington, and his Masters of Science in Nursing from the University of Tennessee at Knoxville. He has worked as a mental health counselor in Alaska, and as a family nurse practitioner in

the states of Tennessee, Washington, and New Hampshire. His background also includes experience in grant writing. He is currently a nurse practitioner and senior grant writer at New London Hospital. Some of the issues that especially interest Lyon are transportation, chronic disease management, and promoting wellness and independence. Lyon is President of the Economic Corporation of Newport, NH, a voluntary position. He also volunteers with the Governor’s Task Force on Community Transportation, Sullivan County United Way,

the Endowment for Health Advisory Council, the NH TeleHealth Planning Committee, and other organizations. Of his other interests. Lyon says, “I love to hike and play outdoors. The arts have also been a big part of my life (he is a professional woodworker and jeweler). Lyon lives in Grantham with his wife, Janice Vien, a yoga instructor, and their 14-year old son. “We still heat with wood, enjoy dump runs, and remember to always start each day with a smile and an open heart,” he quipped.

News From The Mews: *An update on the Area Committees on Aging*

■ *By Bob Montgomery*

Changes in ACOA Leadership. Two Area Committees on Aging have new chairs. Connie Young and Becky May will co-chair the Rockingham Area Committee on Aging, and Gail Merrill and Carla Skinder will co-chair the Sullivan County Area Committee on Aging. Please see Page 8 of *Aging Issues* for a complete listing of ACOA Chairs and contact information. **The Manchester Regional Area Committee on Aging (MRACOA),** now meeting at the William B. Cashin Senior Center in Manchester, welcomed guest speaker Jeff Bolduc, Senior Services Officer at the Manchester Police Department, and a member of the Elder Abuse Advisory Council, to MRACOA’s January meeting. During his talk, Officer Bolduc discussed common scams against the elderly, and

how con artists can exploit older adults to cheat them out of their money. He provided information on how to recognize these situations, and emphasized the importance of calling the police for help. MRACOA is also proud to announce that Barbara Salvatore, a member of MRACOA, was one of the delegates to the White House Conference on Aging (see the separate story on the conference in this edition of *Aging Issues*). *Bob Montgomery is a member of the State Committee on Aging and the Manchester Regional Committee on Aging. He also writes a biweekly column, “View From The Hill”, which is published by Neighborhood News Publications. He lives in Goffstown.*

NH Delegates Help Shape White House Conference on Aging Outcomes

■ *By Margaret Morrill*

The resolutions adopted at the 2005 White House Conference on Aging (WHCoA) contain important priorities identified earlier by the New Hampshire delegates*. The WHCoA is held every ten years, and delegates from throughout the country vote on resolutions and develop implementation strategies that will help the President and Congress shape future aging policies. During the 2005 conference (December 11-14), more than 1200 delegates selected the top 50 resolutions to be presented and participated in working groups to discuss future implementation strategies. A final report will be submitted to the President and Congress in June. During the WHCoA, the NH delegates met three times daily and networked with delegates from Pennsylvania, New York, Connecticut, Florida, Vermont, Iowa, Washington State and California. They also shared a position paper that they developed last fall after a series of meetings with New Hampshire seniors, providers, state leaders and advocates. “We worked on some of the most important resolutions that made it into the top ten,” said Barbara Salvatore (Bedford). Among other things, New Hampshire’s position paper emphasizes a comprehensive long-term care policy that addresses consumer choice and community-based care; a wellness program that includes mental health; improved financial options; and promoting a new societal attitude which would foster respect and provide opportunities for older adults. The conference itself drew mixed reactions from the NH delegates. “It was an excellent opportunity to share our views with delegates from across the country and we found that our similarities were much more important than our differences,” said Dr. Stephen Gorin (Plymouth). “I think this bodes well for the future of aging policy in our country.” However, there is also general concern about whether political leaders are listening to what the WHCoA delegates have to say. “There is a dissonance between what was happening in the conference and what was occurring downtown in Congress, with cuts in funding for Medicare, Medicaid, and research and training in geriatrics,” commented Dr. Stephen Bartels (Lebanon). Paul Forte (Portsmouth) said that one of the good things emerging from the conference is the hope that public and private sectors might work together more effectively to address the problem of financing long-term care. “This is perhaps the greatest unfunded liability that Americans face,” he said. Forte also commented that there were some excellent speakers at the conference, but when it came to the 50 most popular resolutions, some of the topics

SCOA Pledges Support To Veterans Programs

The State Committee on Aging (SCOA)* has identified veterans’ issues as one of its top priorities, according to Kenneth Brooks, Chairman of SCOA’s Veterans SubCommittee. Although all levels of the state’s elderly population are studied broadly by SCOA, the committee also focuses on specific issues. “Veterans are a critical component of our aging population,” said Brooks, “SCOA will be looking at ways to offer support.” Brooks points out that since SCOA has a broad reach statewide, it is in a good position to explore veterans’ problems. He also made it clear that SCOA serves only in an advisory capacity, and is not funded for capital projects. Other priorities identified by SCOA include voting rights, quality of life, transportation and emergency preparedness. On January 9, members of SCOA’s Veterans SubCommittee attended a luncheon held at the First Congregational Church of Manchester, where guests contributed toward the purchase of bath and health items for needy veterans. Much of the money raised, however, was also used to buy pre-paid telephone call cards, which were distributed to residents of Liberty House, a shelter for homeless veterans in Manchester. Members of the Richelieu Society A Cappella Choir entertained with a recital of seasonal songs. For more information about SCOA’s work in veterans’ programs, contact Kenneth Brooks at **603-647-4240**. *The State Committee on Aging (SCOA) identifies and represents the needs of seniors to state administrators and policymakers, fosters consumer participation at the community level, and collaborates with other advocacy groups on senior issues. SCOA consists of 18 members, 15 of whom are appointed by the governor. Those appointed by the governor include at least one member from each county. SCOA also includes the chairman of the Joint Legislative Committee on Elderly Affairs, one representative appointed by the Speaker of the House, and one senator appointed by the President of the Senate. Please see page 8 of *Aging Issues* for a list of SCOA representatives.

overlapped, and there was not enough time to discuss larger, more complex topics. “It might have been better to have fewer resolutions and more time for hard thinking on each,” he said. Now that the conference is over, it’s time to consider the next step. The NH delegates will be meeting with Governor Lynch and with staff from the Department of Health and Human Services (DHHS) to discuss the conference outcomes and what opportunities they present for the future. “The ability of our delegates to work together, and the cooperation we received from the Governor and Commissioner can pave the way for future collaborative efforts to meet the needs of older adults in our State,” said Dr. Gorin. Todd Ringelstein (Center Harbor) believes that one of the primary issues to be addressed is strengthening mental health services for older adults. “Not only do we need to recognize that there is consensus in this state and at the White House Conference on Aging about the problem, but New Hampshire also needs to invest in a legislative solution. This has been done in other states.” Barbara Salvatore indicated that other priority issues for New Hampshire could include improved transportation services, new options for non-institutional long-term care, more sensitivity to the needs of elders in rural areas, and rebalancing Medicaid and keeping it intact. For more information on the White House Conference on Aging (WHCoA), visit the web site at **www.whcoa.gov** *Delegates to the WHCoA included Dr. Stephen Gorin, Barbara Salvatore, Rep. Mary Griffin, Dr. Stephen Bartels, Paul Forte, Todd Ringelstein, Stephen Mathieu, and Juliana Bergeron. Alternates included Arlene Kershaw and Meghan Brady.

THE TOP TEN

- The following were the top ten resolutions adopted at the 2005 White House Conference on Aging:
1. **Older Americans Act.** Reauthorize the Older Americans Act within the first six months following the 2005 White House Conference on Aging.
 2. **Long-Term Care.** Develop a coordinated, comprehensive long-term care strategy by supporting public and private sector initiatives that address financing, choice, quality, service delivery, and the paid and unpaid workforce.
 3. **Transportation.** Ensure that older Americans have transportation options to retain their mobility and independence.
 4. **Medicaid.** Strengthen and improve the Medicaid program for seniors.
 5. **Medicare.** Strengthen and improve the Medicare program.
 6. **Professional Training.** Support geriatric education and training for all healthcare professionals, paraprofessionals, health profession students and direct care workers
 7. **Community-Based Care.** Promote innovative models of non-institutional long-term care.
 8. **Mental Health.** Improve recognition, assessment and treatment of mental illness and depression among older Americans.
 9. **Healthcare Personnel.** Attain adequate numbers of healthcare personnel in all professions who are skilled, culturally competent and specialize in geriatrics.
 10. **Service Delivery Systems.** Improve state and locally-based integrated delivery systems to meet 21st century needs of seniors.

7 Makes Sense

Excerpted from information prepared by the NH Department of Health and Human Services

Planning ahead and having extra supplies on hand can help reduce the anxiety, fear and other negative consequences that can occur following natural disasters and other emergencies. Here are some suggestions:

FOOD AND WATER

- ◆ A 7-day supply of bottled water (one gallon per person per day in your household)
- ◆ A 7-day supply of non-perishable foods that require no refrigeration, preparation or cooking, and little or no water. Also, choose foods that are compact and lightweight, such as powdered milk, freeze dried spices, and dehydrated fruits.
 - Whole grains and beans (canned beans, instant rice, ready-to-eat cereals)
 - Dairy products (e.g. powdered or canned milk, powdered eggs)
 - Sweeteners (e.g. honey, sugar, syrup, molasses)
 - Fruits, vegetables and soups (e.g. beans, beets, carrots, corn, peas, tomato paste, tomato sauce, potatoes, soups)
 - Kitchen staples (e.g. relish, pickles, mayonnaise, peanut butter, jam, salad dressings, nuts, bouillon cubes, crackers, gravy mixes, catsup, soy sauce, steak sauce, vinegar)
 - Seasonings, spices and flavorings (e.g. garlic, powder, onion powder, parsley flakes, salt, pepper, lemon, maple, vanilla extract)
 - Meat and Seafood (e.g. dried beef, corned beef, canned chicken or turkey, canned luncheon meats, canned shrimp, salmon or tuna)
 - Beverages (e.g. tea bags, instant coffee, hot cocoa, powdered juice, canned beverages)
 - Comfort foods (snacks, sweets)
 - Cooking staples (e.g. salt, yeast, baking powder, baking soda, shortening, vegetable oil)

EQUIPMENT

- ◆ Extra blankets
- ◆ Flashlights with extra batteries
- ◆ Battery-powered lamps
- ◆ A battery-powered AM/FM radio
- ◆ A battery-powered telephone (if power fails, cordless phones may not work)

MEDICAL SUPPLIES

- ◆ A week's supply of medicines that are used on a routine basis. Remember that many drugs need to be stored at a specific temperature and humidity, otherwise their effectiveness is decreased. Discuss with your pharmacist or physician the storage limitations for any medication you intended to keep on hand.
- ◆ A list of prescription medications, including dosage. Include any allergies.
- ◆ Contact lenses and supplies
- ◆ Extra eyeglasses and hearing-aid batteries
- ◆ Extra wheelchair batteries or other special equipment
- ◆ Denture needs
- ◆ A list of the style and serial numbers of medical devices, such as pacemakers, in your emergency supply kits
- ◆ Copies of Medicare insurance and Medicare cards
- ◆ Lists of doctors, relatives and friends who should be notified if you are hurt.
- ◆ A full tank of gas in each of your vehicles

EMERGENCY PLANS

- ◆ Plan how you will evacuate or signal for help.
- ◆ Plan emergency procedures with home health care agencies or workers.
- ◆ Tell others where you keep your emergency supplies.
- ◆ Teach others how to operate necessary equipment, such as your wheelchair.
- ◆ Label equipment such as wheelchairs, canes or walkers as belonging to you.

FOR PEOPLE WITH DISABILITIES:

- ◆ Create a support network to help in an emergency.
- ◆ Tell these people where you keep your emergency supplies.
- ◆ Give one member of your support network a key to your house or apartment.
- ◆ Contact your city or county government's emergency information management office. Many local offices keep lists of people with disabilities, so they can be located quickly in a sudden emergency.

The Law and You

The following question and answer is provided courtesy of Laurel O'Connor, an attorney at the Senior Citizens Law Project, NH Legal Assistance.

Q: *We have to admit my mother into a nursing home. We were told we would have to sign an admission contract. What is that all about?*

A: Typically, when someone is admitted into a nursing facility or an assisted living facility, the resident or someone acting on his or her behalf will be asked to sign an admission contract. An admission contract is almost always a multi-page document and is only one of many documents that need to be signed prior to admission. Since this is generally an overwhelmingly emotional time for the family, these documents are rarely read carefully before being signed. Fortunately, there are several federal and state laws regarding these documents which protect the resident.

First, federal law prohibits a nursing facility from requiring the family member to personally guarantee payment as a condition for admitting the resident. If you are your mother's agent under a power of attorney and you sign the contract in that capacity to admit her to a certified nursing facility, you are NOT agreeing to be personally responsible for paying her bill. As her agent, you have a fiduciary responsibility to ensure that the bill is paid from your mother's income or resources, but not from your own.

Second, the nursing facility cannot require residents to agree to privately pay for their care for a specified length of time before applying for Medicaid. Any provision with this requirement is known as a "duration of stay contract" and is specifically prohibited by federal law. While Medicare will usually pay for care in a nursing facility following a hospital stay, that coverage is for skilled care and is for a limited period of time.

If your mother requires custodial care only and does not have the income or resources to pay for that care, you may need to apply for Medicaid on her behalf. In order to have Medicaid pay for nursing facility care, your mother would have to meet certain financial eligibility requirements, and be determined to have a medical need for this type of care based on an assessment completed by the DHHS Bureau of Elderly and Adult Services. The nursing facility cannot require you to guarantee that your mother will privately pay for several months (or at all) before applying for financial assistance.

Third, another document that, under state law, cannot be required as a condition of admission, is a durable power of attorney for health care, also known as a DPOAHC. A DPOAHC is a legal document that allows an individual to appoint an agent to make all decisions regarding health care, including the choice of health care providers and medical treatment.

As discussed in earlier "The Law and You" articles, the DPOAHC is an important document and is recommended; however, the nursing home cannot refuse to admit your mother if she has not executed a DPOAHC.

The reason that admission contracts are so long is that they are required to include information regarding the rate or cost of the facility; the services included in the cost; how the facility will notify you of any changes in the cost; how and when a resident can be transferred or discharged; the notice requirements prior to a transfer or discharge; the rules regarding residents' conduct; the residents' rights while residing in the facility; and what the residents' rights are if they have to leave the facility temporarily due to an emergency illness – these are just some of the provisions contained in the contract.

It is always a good idea to take the time you need to review any contract before you sign it. That being said, there are circumstances where that just doesn't happen. If it can't be avoided, you should make sure that you get a copy of all the documents you sign so that you can review them again when you have more time. If, after reviewing the contract, you have questions or concerns, contact the facility for clarification. If you still have questions or concerns after that, you should follow up with your attorney or contact the Office of the Long-Term Care Ombudsman. You may also contact the Senior Citizens Law Project of New Hampshire Legal Assistance.

Through its Senior Citizens Law Project, NH Legal Assistance (NHLA) provides free referrals, telephone assistance, brief services and representation to seniors. You can call NHLA's Senior Advice Line Monday through Friday from 9:00am-noon, and 1:00-4:00 pm. Toll-free number: 1-888-353-9944 or, in Manchester only, 603-624-6000, TTY: 1-800-634-8989

With A Little Help When Mental Illness Complicates Caregiving

■ *By Dennis R. Hett*

If you act as a caregiver for a member of your family, you know that the job can challenge your ability to cope.

The task may become more stressful when the person you care for experiences a mental illness.

She may push you away or isolate herself from you. She may try to save herself from an un-named "something" within that threatens to rob her of control or love or identity.

This pushing away may cause you to feel hopeless and unloved.

Or perhaps he seems to have turned into a stranger who is not the person you have known and loved for a long time.

If you begin to feel that there is nothing you can do to help, consider this advice from the National As-

sociation on Mental Illness- New Hampshire (NAMI NH). *Mental illnesses are often biological disorders, much like cancer or heart disease. Parts of the brain quit working like they should.*

If you suspect that a loved one has mental illness, take these steps:

Find a community mental health center near you (New Hampshire has ten). Call the center nearest you and set up an appointment for an examination. Get a diagnosis and a treatment plan for your loved one.

You do not need to feel guilty about seeking help for a loved one who has a mental illness. Treatment and medication will help to control the symptoms. Newer medications cause fewer side effects than those medications that doctors prescribed just ten years ago.

When your loved one is in treatment, remember that medication alone is not enough to see him or her through. The person with the illness also needs support and understanding. He or she needs to become involved in activities that have meaning.

Caregiving of any kind demands time, understanding and love. In order to remain upbeat while caring for a person with a mental illness, you also need to care for yourself.

One of the best ways to tend to your own needs is to seek out and attend a support group for family members and caretakers. In a support group, you will discover that others face challenges like those you face; you will meet people who understand what you are going through.

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- ◆ Wear medical alert tags or bracelets to help identify your disability.
- ◆ If you are dependent on dialysis or other life-sustaining treatment, know the location and availability of more than one facility.
- ◆ Show others how to operate your wheelchair.
- ◆ Know the size and weight of your wheelchair, in addition to whether or not it is collapsible, in case it has to be transported.

For more information on disaster preparedness, you can visit the following websites:

www.dhhs.state.nh.us www.ready.gov
www.redcross.org www.nhcitizencorps.org

Early Treatment Helps Memory Loss

■ From The Susan McLane Memory Wellness Center

Have you ever wondered if the day to day things you forget, like a name, where you put your car keys, or an appointment, are symptoms of a memory problem?

Occasionally forgetting where the car keys are is not serious, but there may be cause for concern if a person forgets what the car keys are for, doesn't recognize family members, or has memory lapses that create everyday difficulties.

Although it can be hard for a person to admit that they or a loved one have problems with memory loss, it's important to realize that early detection and proper treatment make a difference. For example, some conditions causing memory loss can be reversed with proper treatment; a few examples of this are a medication reaction, a vitamin deficiency, a thyroid condition or depression. *

Treatment can also delay the symptoms of a non-reversible condition such as Alzheimer's disease, in which changes in brain function cause a person to have increasing difficulties with thinking, judgment, memory, and activities of daily living.

The Susan McLane Memory Wellness Center located in Manchester (NH) is one of the programs in New Hampshire that are dedicated to assisting individuals with memory loss. The Center opened in 2004 and brings together specialists and resources from The Mental Health Center of Greater Manchester and Easter Seals of NH.

The Memory Wellness Center is dedicated to former State Senator Susan McLane, who served in the NH legislature for 25 years. Susan McLane advocated tirelessly and effectively for mental health and other human services and environmental issues. McLane's final cause was facing her own Alzheimer's disease with grace and dignity.

At the Memory Wellness Center, a team approach is used. The team includes a geropsychiatrist, neuropsychologist, neurologist, nurse practitioner and a social worker who all specialize in the treatment of Alzheimer's disease, dementia and other memory loss disorders. These practitioners work together to provide expert quality care to seniors as well as support to physicians and families. The Center creates a sense of hope and comfort for seniors and their families where there is concern over changes in memory.

Take for example Mrs. M., who is 76 years old and came to The Susan McLane Memory Wellness Center with her daughter, who lives nearby and acts as her caregiver. There was obvious tension between the two women. Mrs. M. is a well-dressed, dignified lady who emphatically told Dr. Lynn Villemaire, a geropsychiatrist and the Center's Medical Director, that she did not have any problem with her memory. She insisted that she had no difficulty cooking, paying bills, taking medication, driving, and performing other daily functions. The daughter, however, said her mother often didn't remember her medication, was not paying her bills and seemed to have no awareness of how forgetful she was becoming.

An initial assessment showed that Mrs. M had early stage dementia. Since this was detected early, Mrs. M was able to start on a treatment plan that would delay the onset of more serious symptoms and enable her to maintain a good quality of life for as long as possible. Following the assessment, several follow-up visits were scheduled with Dr Villemaire and other team members. Later the staff at the center received a card from Mrs. M's daughter, which read, "Thank you. We've learned to react differently to Mom, and our time together is more pleasant and loving."

Mr. C., age 80, has a reputation for being stubborn, angry and generally difficult to get along with. His daughters brought him to The Susan McLane Memory Wellness Center due to increasing concern about his forgetfulness. After

continued on Page 6

Medicare & You

Dear HICEAS:

Since the new Medicare Prescription Drug Program started, there have been all kinds of problems. Where can people go for help?

Signed Mr. W., Berlin, NH

Dear Mr. W., Medicare coverage for prescriptions (Part D) began on January 1, 2006. This is a major benefit for people on Medicare. Problems have occurred since the Part D startup, but help is definitely available.

The Centers for Medicare & Medicaid Services are taking steps to improve the new program by working with states on prescription drug plans, and with pharmacies to ensure the success of Medicare Part D.

In New Hampshire, Governor Lynch signed an executive order, and emergency legislation was passed, to fund the state's efforts to make sure New Hampshire citizens who have Medicare and Medicaid can still get their prescription drugs, in spite of the implementation problems with the Part D program.

This legislation guaranteed that persons with both Medicare and Medicaid (also known as "dual eligibles"), who previously had their medications covered under Medicaid, and were due to have Medicare cover prescriptions beginning January 1, could still get their prescriptions paid for.

NH ServiceLink, the Health Insurance Education, Counseling and Assistance Services Program (HICEAS), health care providers and pharmacies have all worked with people individually to help them resolve problems regarding the new Part D benefit. In addition, Medicare's toll-free line (**1-800-633-4227**) is open 24 hours a day, 7 days a week, to assist people with Medicare.

In New Hampshire, if you have questions or need assistance to enroll in a drug plan, you can call ServiceLink toll-free at **1-866-934-9412** or HICEAS toll-free at **1-800-852-3388**.

Some other important points to remember are:

- ◆ **May 15, 2006 is the enrollment deadline for joining a Medicare prescription drug plan for this year.** If you haven't already done so, it's best to sign up for a prescription drug plan now, rather than wait until you need medications, when the premiums could be higher. In fact, if you wait to enroll, and do not have other prescription drug insurance that is just as good as Medicare Part D, a premium surcharge of 1% per month will be applied.
- ◆ **Please note that there are scam artists who may contact you by phone or mail in an attempt to enroll you in an unapproved drug plan.** Beware! Never give out personal identification information. First, verify if the drug plan they represent is one that is a recognized Medicare Rx approved plan. You can do this by calling Medicare at **1-800-633-4227**. You can also potential Medicare fraud and scams by calling HICEAS at **1-800-852-3388**.
- ◆ If you have already enrolled in a Part D plan, be sure to bring your new Part D plan card with you whenever you visit the pharmacy and/or your health care provider. If you do not have your Part D plan card yet, but have received a letter confirming your enrollment, you can bring the letter instead. If you have other health insurance cards, such as Medicaid or other supplemental insurance, it's best to bring those with you as well.

HICEAS, the NH state insurance assistance program, is designed to answer your questions about Medicare. HICEAS is funded by a grant from the Centers for Medicare & Medicaid Services, and is administered by the DHHS Bureau of Elderly and Adult Services.

Medicare's Out of Pocket Expenses Increase for January 2006

Part B (Medical Insurance)	
Annual Deductible	\$124.00
Monthly Premium	\$88.50
Part A (Hospital Insurance)	
Annual Deductible	\$952.00

New Dietary Guidelines Highlight Fruits and Vegetables

■ By Mindy Fitterman, M.Ed., R.D.

Eating well is one of the most important aspects of good health- especially as we age. In early 2005, the Dietary Guidelines for Americans were revised. This is done every five years so that the information will reflect up-to-date research. The Guidelines are the basis of the Food Guide Pyramid.



MYPYRAMID.GOV

The Pyramid is probably the best recognized part of the Dietary Guidelines. The first Food Guide Pyramid was released in 1992.

Major Face Lift and Name Change

In April 2005, the Pyramid got a major face lift and a new name- MyPyramid. The six colored stripes on the pyramid represent the food groups- grains, vegetables, fruit, fats, dairy and meat.

Key Recommendations for Food Groups

- **Grains group** (orange stripe): Eat at least 3 ounces of whole grain bread, cereal, crackers, rice or pasta each day.
- **Vegetable group** (green stripe): See below
- **Fruit group** (red stripe): See below
- **Fat group** (yellow stripe): Make the most of your fat source from fish, nuts or vegetable oils. Limit solid fats like butter, stick margarine, shortening and lard.

- **Dairy group** (blue stripe): Go low-fat or fat-free. If you don't or can't consume milk, choose lactose-free products or other calcium sources.
- **Meat and Beans Group** (purple stripe): Go lean with protein. Bake, broil or grill meats and fish. Vary your choices with more fish, beans, peas, nuts and seeds.

One Size Does Not Fit All

At the MyPyramid.gov web site, you can find a calorie recommendation for your age, gender and activity level. MyPyramid Plan can help you choose the foods and amounts that are right for you. However, remember that when it comes to the Guidelines, one size does not fit all. If you have specific health issues, consult with your healthcare provider about your dietary needs.

FOCUS ON FRUITS AND VEGETABLES

The new pyramid recommends increases in two food groups- fruits and vegetables. In fact, fruit and vegetable recommendations have nearly doubled! For adults 60 years and older, the range is 3½ cups to 5½ cups per day, depending on your calorie needs. In simple terms, this means fill half your plate with fruits and vegetables at every meal and snack.

Variety is another cornerstone for these two food groups. A simple way to plan for this is to eat a colorful variety of fruits and vegetables every day.

Fruit Recommendations

- Eat a variety of fruit.
- Choose fresh, frozen, canned or dried fruit.
- Go easy on fruit juices. Select 100% juice.

- For more fiber, eat whole fruits instead.
- When choosing canned fruits, select fruit canned in 100% fruit juice or water rather than syrup.

Vegetable Recommendations

- Eat more dark green vegetables.
- Eat more orange vegetables.
- Eat more dry beans and peas.

Do You Have Trouble Chewing?

If you have trouble chewing fruits and vegetables, try:

- Soft canned fruits like applesauce, peaches and pears
- Mashed or chopped fruit
- Creamed, mashed cooked, or chopped vegetables
- Fruit and vegetable juices

LEARN MORE

For more information, check out the following resources:

Dietary Guidelines for Americans

[http.healthierus.gov.dietaryguidelines/](http://healthierus.gov/dietaryguidelines/)

MyPyramid – www.mypyramid.gov

5 A Day the Color Way – <http://5aday.com/>

NH 5 A Day for Better Health Program

Department of Health and Human Services, Division of Public Health Services,

Telephone: **603-271-4830** or **1-800-852-3345, Ext. 4830**, or visit the web site at **5aday@dhhs.state.nh.us**

Mindy Fitterman is a Nutrition Consultant in the Division of Public Health Services, Bureau of Health Promotion Section.

STATE ACTION *continued from page 1*

The Adult Protection Law law also requires that anyone who suspects or believes in good faith that an incapacitated adult has been abused, neglected, exploited or is self-neglecting, must report this to BEAS.

In State Fiscal Year 2005, BEAS received 2,222 reports, a 92-report increase over 2004. Of the reports received, 1,460 involved alleged victims who were 60 years of age or older.

“We need to make sure that there is strong communication between family members, health care workers, law enforcement and others, across professions and disciplines to report elder abuse,” said Marguerite Wageling. “We know that only a fraction of elder abuse cases are reported, and that we need to build a culture of identifying abuse and helping those seniors affected. If people who interact with our seniors are aware of the warning signs and are talking, there is a much better chance that we will be able to find out about the abuse or neglect and put a stop to it.”

Members of the Elder Abuse Advisory Council, including Rep. James MacKay, Chris Domian (Department of Justice), and Suzanne Kearns (North Country Elderly Programs) outlined the steps taken by the Council to date. These include:

- ◆ Proposed legislation to review all unanticipated fatalities and injuries to incapacitated adults and to persons age 60 and older, as well as bills to strengthen penalties for abuse and exploitation of seniors;
- ◆ An outreach campaign to help people recognize the signs of elder abuse and where to get help. A new poster, brochure and business card have been designed, as well as a resource guide for law enforcement officers, and a series of public service announcements will begin shortly.
- ◆ A proposed training curriculum for law enforcement officers on identifying and responding to situations regarding elder abuse.

Attorney General Kelly Ayotte expressed strong support for the work of the Elder Abuse Advisory Council. “I look forward to working with the Council to implement their recommendations,” she said.

Kim Desmarais of Manchester, whose father had received protective services through BEAS, shared her story.

Desmarais’ father lived alone, had become reclusive, and was unable to take care of himself, his home or handle finances. When Desmarais visited her father,

ARE YOU READY? *continued from page 2*

preparedness and response, we will enhance our volunteer emergency response posture, and assist our first responders in emergencies.

The NH Citizens Corps is located at 117 Pleasant St., Dolloff Building, Concord, NH 03301. If you’d like more information, or if you’d like to start a Citizens Corps in your area, please call us at **603-271-6098** or visit our web site at **www.nhcitizenscorps.org** If you would like to register as volunteer, please visit our parent organization at **www.volunteernh.org**

For tips on emergency preparedness, see the “7 Makes Sense” article on page 4 of Aging Issues.

Domenic DiNatale is the State Coordinator of NH Citizens Corps.

EARLY TREATMENT *continued from page 5*

a tense start, he became comfortable with the Center’s approach. Mr. C commented to his daughters that he appreciated being treated with respect. Dr. Villemaire treated their Dad as a “whole person” and the daughters remarked about how at ease they all felt with her.

In addition to individual appointments, the Center offers free quarterly memory screening clinics. The free screening involves a simple, seven-minute memory test administered by one of the Center’s clinicians. Dr. Villemaire then interprets the results. Following the screening, Dr. Villemaire gives a brief educational presentation regarding memory loss.

The Susan McLane Memory Wellnes Center is located at 555 Auburn St. in Manchester. For more in-

Calendar

State Committee on Aging Meetings

For information, call BEAS at **(1-800-351-1888, Ext. 8772)**.

Area Committees on Aging

Meeting schedules and locations are subject to change. For more information, call the ACOA Chairperson listed on the directory page of *Aging Issues*.

Belknap – Third Tuesday of each month at 1pm, at varying locations

Carroll – Second Wednesday of each month at 1pm, at the Tri County CAP Resource Center, Route 16, Tamworth, NH

Cheshire (Monadnock Senior Advocates, covering Cheshire County and western Hillsborough County) – Third Wednesday of each month at 9am, at varying locations

Coos – Meets quarterly, on the second Tuesday of the month at 10 am, in varying locations.

Grafton – Meets every other month, on the second Monday, at the Plymouth Regional Senior Center, Depot Square in Plymouth. Call the senior center at **603-536-1204** or email **carolynw@nhsenior.com** All meetings start at 9:30 am.

Greater Manchester – Third Thursday of each month, at 1:30 pm, at the William B. Cashin Senior Activity Center, 151 Douglas St., on Manchester’s West Side (Telephone: **603-624-6536**)

Greater Nashua – Last Wednesday of each month, at 1:30pm, at the Senior Activity Center, 70 Temple St. in Nashua (Telephone: **603-889-6155**)

Merrimack – Third Tuesday of each month, at 10:30 am, at varying locations

Rockingham – Third Tuesday of each month, at 10am, at the Rockingham County Complex in Brentwood. (Call **664-9827** for more information.)

Strafford – Second Thursday of each month at noon at either The Wentworth Home in Dover or the VNA in Rochester. For more information, contact the Committee Chair listed on page 8 of *Aging Issues*.

Sullivan (Sullivan/Kearsage Senior Advocates, covering Sullivan County and northwestern Merrimack County) – Second Monday of each month, at 9:00 am in varying locations.

North Country Senior Action (Tri-County area, covering Coos, Carroll, and Grafton Counties) – Fourth Friday of each month, at 9:30 am, at varying locations.

he acted confused and had lost a lot of weight (he has been diagnosed with dementia, as well as diabetes and asthma). The house was piled with dirty clothes and dishes, and the water and the telephone had been shut off because bills had not been paid.

Suzanne Wood, an Adult Protective Services Worker at the Concord District Office, worked with Desmarais, her father and other family members to develop a plan of care which includes help with meal preparation, household tasks, assistance in getting to medical appointments and paying bills. Another family member

is now a live-in caregiver, and Kim Desmarais visits regularly to provide respite care and support.

“Thanks to all the help given, Dad will live out his last years at home, and with family,” a tearful Desmarais told the crowd. “He has his dignity back, a reason to live again.”

To make a protective report, call the BEAS District Office in your area (see page 8 of Aging Issues) or if you cannot reach the District Office, call the BEAS Central Office at 1-800-949-0470 (if calling from within NH) or 603-271-7014 (if calling from outside NH).

A LITTLE HELP *continued from page 4*

To find a community mental health center or a support group near you, contact NAMI NH at **1-800-242-6264**, or visit their web site: **www.naminh.org** On this site you can also find a copy of a helpful guidebook, *Mental Health, Mental Illness, Healthy Aging: A NH Guide For Older Adults and Care-givers*.

When you care for a person who has a mental illness, you face unexpected challenges. You can meet these challenges if you equip yourself with understanding, optimism, and support from a community mental health center.

You can do it!

Dennis Hett is the Director of Hillsborough County ServiceLink (Manchester). He also spent 25 years as a CEO of of three organizations representing not-for-profit homes and services for the aging in Massachusetts, New Jersey and the northern New England states.

formation, to sign up for the next screening or to schedule an appointment, please call **603-628-7804**.

To find out about other resources in New Hampshire that assist persons with memory loss, contact NH ServiceLink at **1-866-634-9412** or your local community mental health center (see listing on page 7 of *Aging Issues*). For information on services that assist persons with Alzheimer’s disease and their families, call The Alzheimer’s Association of New Hampshire and Vermont toll-free at **1-800-272-3900**.

*Source: “Forgetfulness Is Not What You Think”, an Age Page published by the National Institute on Aging

AGING ISSUES

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Send news items or other correspondence to NH BEAS, 129 Pleasant St., Concord, NH 03301-3857, Attn: Margaret Morrill for *Aging Issues*, or email: **mmorrill@dhhs.state.nh.us**

NH ServiceLink Network

Established in 2000, ServiceLink is a statewide network of locally administered, community-based resources for seniors, adults with disabilities and their families. ServiceLink is a free information and supported-referral service, with local offices in 13 communities and with many satellites offices throughout New Hampshire. ServiceLink answers questions and connects users to the appropriate services that support healthy and independent living. Call toll-free **1-866-634-9412** to connect with any ServiceLink site, or visit the website at **www.ServiceLink.org**

Site Location	Telephone*
Belknap County ServiceLink (Laconia)	528-6945
Carroll County ServiceLink (Chocorua)	323-9394
Coos County ServiceLink (Berlin)	752-6407
Grafton County ServiceLink	
Lebanon	448-1835
Littleton	444-4498
Hillsborough County ServiceLink	
Manchester	644-2240
Nashua	598-4709
Merrimack County ServiceLink (Concord)	228-6625
Monadnock (Cheshire County)	357-1922
ServiceLink (Keene)	
Rockingham County ServiceLink	
Portsmouth	334-6594
Salem	893-9769
Strafford County ServiceLink (Rochester)	332-7398
Sullivan County ServiceLink (Claremont)	542-5177

* All area codes are 603

Bureau of Behavioral Health: Community Mental Health Centers

Community Mental Health Centers (CMHCs) are located in 10 regions of New Hampshire and are administered by the NH Department of Health and Human Services, Bureau of Behavioral Health (BBH). Services provided by CMHCs include, among others, assessment and evaluation, individual and group therapy, case management, medication management and 24-hour emergency services. CMHCs provide services to people of all ages, and there are specialized older adult services. For more information, call Todd Ringelstein, Administrator of Older Adult Mental Health Services at BBH, at **1-800-852-3345, Ext. 5094**. You can also call NH ServiceLink at **1-866-634-9412** to locate the CMHC in your area.

Location	Telephone*
Concord (Riverbend Community Mental Health)	228-1551
Conway, Littleton, Berlin and Colebrook areas (Northern Human Services)	447-3347
Dover (Community Partners of Strafford County)	749-4015
Keene (Monadnock Family Services)	357-6878
Laconia (GENESIS Behavioral Health)	524-1100
Lebanon/Claremont (West Central Behavioral Health Inc.)	448-0126
Manchester (Mental Health Center of Greater Manchester)	668-4111
Nashua (Community Council of Nashua NH Inc)	889-6147
Portsmouth (Seacoast Mental Health Center)	431-6703
Salem/Derry (Center for Life Management)	893-3548

* All area codes are 603

Bureau of Developmental Services: Area Agencies		
The Area Agencies administered by the NH Department of Health and Human Services, Bureau of Developmental Services, are located in 10 regions of New Hampshire and offer services to consumers with developmental disabilities and acquired brain disorders. These services include, but are not limited to: service coordination, community support, assistive technology, day and vocational services, personal care, and flexible family support, including respite care. For more information, contact the Bureau’s main office at 1-800-852-3345, Ext. 5034 or visit the website at www.dhhs.state.nh.us/DHHS/BDS		
Region	Location	Telephone*
I	Northern Human Services (Conway)	447-3347
II	Developmental Services of Sullivan County (Claremont)	542-8706
III	Lakes Region Community Services Council (Laconia)	524-8811 or 800-649-8817
IV	Community Bridges, Inc. (Concord)	225-4153 or 800-499-4153
V	Monadnock Developmental Services, Inc. (Keene)	352-1304 or 800-469-6082
VI	Area Agency of Greater Nashua, Inc.	882-6333
VII	Moore Center Services, Inc. (Manchester)	668-5423
VIII	Community Developmental Services Agency, Inc. (Portsmouth)	436-6111
IX	Behavioral Health & Developmental Services of Strafford County, Inc. (Dover)	749-4015
X	Community Support Services Inc. (Salem)	893-1299
* All area codes are 603		

Adult Day Programs In New Hampshire

Adult day programs are community-based services that provide a planned program of health, social and supportive services during daytime hours in a protective setting. Participants can attend an adult day program for all or part of the day. The following is a list of the licensed adult day programs currently operating in New Hampshire. For more information, contact the NH Department of Health and Human Services, Bureau of Health Facilities Administration (**Telephone: 1-800-852-3345, Ext. 4592**) or visit the website at: **www.dhhs.state.nh.us/DHHS/BHFA**

Location	Telephone*
Bedford (Elliot Adult Day Program at the Arb)	624-9588
Berlin (Alzheimer's Respite Community Center)	752-3336
Brentwood (Rockingham County Nursing Home)	679-5335
Concord (TLC Medical Day Care For Adults)	224-8171
Derry (Vintage Grace)	425-6339
Hampton (Seaside Elderly Day Out Center)	929-5988
Hanover (Kendal at Hanover Adult Day Care)	643-8900
Hudson (Adult Day Service Program)	883-0994
Keene (Castle Center for Adult Group Day Care)	352-2253
Laconia (Easter Seals Adult Day Services)	524-0272
Lebanon (Upper Valley Senior Center: Good Company D)	448-4213
Londonderry (Regency Senior Care Center)	434-9773
Londonderry (Here on Earth, LLC)	425-6365
Manchester (Easter Seal Society of NH)	623-8863
Manchester (Elliot Adult Day Program)	663-2405
Nashua (St. Joseph Adult Day Health Center)	598-2470
Newport (Connecticut Valley Home Care Day Out)	542-7771
No. Conway (Merriman House)	356-5461
North Haverhill (Horse Meadow Senior Center)	787-2539
Peterborough (Monadnock Adult Care Center.)	924-8620
Plymouth (Regional Senior Center Adult Day Care)	448-4897
Portsmouth (Compass Care)	430-8615
Rochester (Homemakers of Strafford County)	335-1770
Salem (Silverthorne Adult Day Care Center)	893-4799
Seabrook (Cousins Adult Day Care)	474-6099
Temple (Maple Hill Community)	878-0717
Wolfeboro (Huggins Hospital-Adult Day Care)	569-7500
Wolfeboro (The Stevens Center)	569-3350

** All area codes are 603.*

Senior Centers

Senior centers provide a wide range of important services to help older persons live independently in their communities. Services include, but are not limited to, meals, transportation, health screenings, exercise programs, educational programs, and opportunities to socialize and make new friends. To find out more about the senior center near you, consult the list below (please note that all telephone numbers are area code 603). You can also call NH ServiceLink at **866-634-9412**.

Cities/Towns	Telephone #	Cities/Towns	Telephone #
Alton*	875-7102	Manchester (Prime Time)	663-6333
Atkinson*	362-5531	Meredith*	279-5631
Belmont*	267-9867	Merrimack	424-2100
Berlin*	752-2545	Milton	652-9893
Berlin (Holiday Center)	752-1413	Moultonboro	476-5110
Bradford*	938-2104	Nashua (Senior Activity)*	889-6155
Bristol*	744-8395	New Boston.....	487-2884
Canaan (Mascoma Area)*	523-4333	New London	
Center Ossipee*	539-6851	(Kearsarge Council)*	526-6862
Charlestown	826-5987	Newmarket	659-8581
Claremont	543-5998	Newport	863-3177
Colebrook		North Conway (Gibson)*	356-3231
(Colby Commons)*	237-4957	North Haverhill	
Concord (Centennial)*	228-6630	(Horsemeadow)*	787-2539
Concord (Horseshoe Pond)* ..	228-6956	Orford*	353-9107
Danbury.....	768-3424	Pelham*	635-3800
Derry (Marion-Gerrish)	434-5148	Penacook	753-9700
Dover	742-6916	Pittsfield*	435-8482
Exeter	778-8196	Plaistow (Vic Geary)*	382-5995
Franklin (T.R.I.P.)*	934-4151	Plymouth*	536-1204
Hanover	643-5531	Portsmouth*	431-8677
Henniker (White Birch)	428-7860	Raymond (Ray-Fre)	895-3258
Hudson	594-1155	Rochester*	332-7845
Keene*	352-5037	Salem*	890-2190
Laconia*	524-7689	Seabrook	474-2139
Lebanon (Upper Valley)*	448-4213	Somersworth	692-5169
Lincoln (Linwood)*	745-4705	Suncook*	485-4254
Littleton*	444-6050	Whitefield*	837-2424
Londonderry*	432-7509	Windham	434-2411
Manchester (William B. Cashin Senior Ctr)*	624-6535 or 624-6536	<i>* Senior centers marked with an asterisk are members of the NH Association of Senior Centers.</i>	

Guide to Services

Bureau of Elderly and Adult Services (BEAS)

The Bureau of Elderly and Adult Services is a state agency providing services and programs to adults aged 60 and over, and to adults between 18 and 60 years of age who have chronic illness or disability.

- Bureau Administrator:** Douglas P. McNutt
- Central Office:** 129 Pleasant Street, Brown Building
Concord, New Hampshire 03301-3857
- Toll Free Phone:** 800-351-1888
- TDDY:** 800-735-2964
- Web Site:** www.dhhs.state.nh.us/DHHS/BEAS
- District Offices:** For telephone numbers, see “Important NH Phone Numbers” below.

Information on BEAS Services and Programs:
Contact the District Office nearest your home (phone numbers are listed below). If you cannot reach the District Office, call **800-351-1888**.

NH ServiceLink Network: 866-634-9412

Adult Protection: The Adult Protection Program is administered by BEAS and is intended to protect incapacitated adults who are unable to protect themselves or their own interests. Under the Adult Protection law, BEAS is responsible for receiving and investigating reports of suspected adult abuse, neglect, self-neglect or exploitation, and when necessary, for providing protective services. To make a report, or for more information, call the District Office in your area or if you cannot reach the District Office, you can call the Adult Protection Unit at the BEAS Central Office at **1-800-949-0470** (if calling within NH) or **603-271-7014** (if calling outside NH).

NH Family Caregiver Support Program: This program can assist family caregivers who need information and help in connecting with local resources, support groups, education programs and temporary respite care. For more information, call NH ServiceLink at **1-866-634-9412** or **1-800-351-1888, Ext. 5554**.

Senior Prescription Drug Discount Program
(For persons age 65 and older): Call 888-580-8902.

Important New Hampshire Phone Numbers

BEAS District Offices			
The Department of Health and Human Services has 12 District Offices located throughout New Hampshire. BEAS staff are located at all 12 of these offices. They provide key services on behalf of seniors and adults with chronic illnesses and/or disabilities, including information and referral, case management, and responsibilities related to the Adult Protection Program.			
Berlin	800-972-6111 603-752-7800	Littleton	800-552-8959 603-444-6786
Claremont	800-982-1001 603-542-9544	Manchester	800-852-7493 603-668-2330
Concord	800-322-9191 603-271-3610	Nashua	800-852-0632 603-883-7726
Conway	800-552-4628 603-447-3841	Portsmouth	800-821-0326 603-433-8318
Keene	800-624-9700 603-357-3510	Rochester	800-862-5300 603-332-9120
Laconia	800-322-2121 603-524-4485	Salem	800-852-7492 603-893-9763

Consumer Protection for Public Utilities	800-852-3793
Consumer Protection for Insurance	800-352-3416
Food Stamp Information	800-852-3345
Foster Grandparent Program	800-536-1193
Fuel Assistance Information	603-271-8317
Governor’s Citizens Service	800-852-3456
HICEAS <i>(Health Insurance Counseling, Education Assistance)</i>	800-852-3388
Legal Services Advice Line <i>(for Manchester residents only)</i>	888-353-9944 or TTY: 800-634-8989 603-624-6000
Medicaid Information	800-852-3345
Medicare Claims Information	800-447-1142
Medicare Quality of Care	800-772-0151
New Hampshire Help Line	800-852-3388
NH Hospital Association (Living Will Information)	603-225-0900
NH ServiceLink Network	866-634-9412
Poison Center Helpline	800-222-1222
Senior Companion Program	800-856-5525
Social Security Administration	800-772-1213
Veterans Council	800-622-9230 or 603-624-9230

Office of the Long-Term Care Ombudsman

The Office of the Long-Term Care Ombudsman receives, services, investigates and resolves complaints or problems concerning residents of long-term health care facilities. The program also provides advocacy services to long-term health care residents, and comments on existing and proposed legislation, regulations and policies affecting long-term care residents. Education is provided to residents, family members and facility staff concerning the legal rights of residents. To contact the Office of the Long-Term Care Ombudsman, call **1-800-442-5640** (if calling within NH) or **603-271-4375** (if calling from outside NH).

Area Committees on Aging

The Area Committees on Aging (ACOAs) are independent local advocacy groups comprised of older adults, service providers and other members of the public. The ACOAs hold community-based meetings to discuss legislation and other issues that affect seniors, and often sponsor educational programs. ACOAs work closely with the State Committee on Aging and other senior groups. For more information on ACOA meetings, see the Calendar section on page six of *Aging Issues*.

BELKNAP COUNTY Mary Frost Gilford 524-2974	HILLSBOROUGH COUNTY (Greater Nashua) Kay Noel Nashua 882-5502
CARROLL COUNTY Mary Ellen LaRoche, Acting Chair Chocorua 323-9394	MERRIMACK COUNTY Jacquelyne Jennings, Co-Chair Bow 224-1710
CHESHIRE COUNTY James Beeler Keene 399-4465	ROCKINGHAM COUNTY Becky May, Co-Chair Hampton 334-6594
COOS COUNTY Suzanne Kearns, Acting Chair Berlin 752-3010	STRAFFORD COUNTY Darlene Smith Dover 742-7406
GRAFTON COUNTY Wes Gardner Plymouth 536-1144	SULLIVAN COUNTY Gail Merrill, Co-Chair Claremont 542-5177
HILLSBOROUGH COUNTY (Greater Manchester) Beverly Arel, Co-Chair Bedford 472-8341	NO. COUNTRY SR. ACTION Dona Larsen Berlin 752-1100
HILLSBOROUGH COUNTY (Greater Manchester) Philip Valley, Co-Chair Manchester 206-2741	

State Committee on Aging

The State Committee on Aging (SCOA) is composed of 18 members, 15 of whom are appointed by the governor and three by the legislative leadership. SCOA identifies and represents the needs of senior citizens to state administrators and policymakers, facilitates participation by consumers in the program planning process and works closely with other advocacy groups on senior issues. SCOA meets monthly, and meetings are open to the public. **Call 1-800-351-1888, Ext. 8772** for more information.

Kenneth Brooks 49 Technology Drive, Apt. 57 Bedford 03110 647-4240	Hon. André Martel 237 Riverdale Avenue Manchester 03103-7301 622-8411
Violet Constant 28 Portsmouth Street Concord 03301 225-5443	Margaret “Marge” McClellan 112 Jolbert Street Berlin 03570 752-1705
Darwin Farber 12 Meadowood Drive Exeter 03833 772-4341	Robert Montgomery 24 Mountain Road, 3C Goffstown 03045 497-3992
Robert Forsing 12 Green Road Raymond 03077 895-9451	Judith Pilliod 504 Province Road Belmont 03220 524-3047
Timothy Gormley 3 Tonga Drive Bow 03304 228-4704	Susan Presby, Esq. (Chairman) 83 Elm Street Littleton 03561 444-0335
Dr. Owen Houghton 262 Nutting Road Jaffrey 03452 532-6970	Dorothy Solomon Box 993 Albany 03818 447-1199
Hon. Phyllis Katsakiores 1 Bradford Street Derry 03038-4258 434-9587	Donna Woodfin 16 North Spring Street Concord 03301 225-3922
Sean Lyon P.O. Box 76 Grantham 03753 863-1798	
Dr. Mendon MacDonald 3 Greystone Place Laconia 03246 524-2515	